



New Hampshire Community Mental Health Agreement Quarterly Data Report

January – March 2021

New Hampshire Department of Health and Human Services
Bureau of Quality Assurance and Improvement

June 30, 2021

*The Department of Health and Human Services' Mission is to join communities and families
in providing opportunities for citizens to achieve health and independence*

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New Hampshire Department of Health and Human Services

Publication Date: June 30, 2021

Reporting Period: 01/1/21 – 03/31/2021

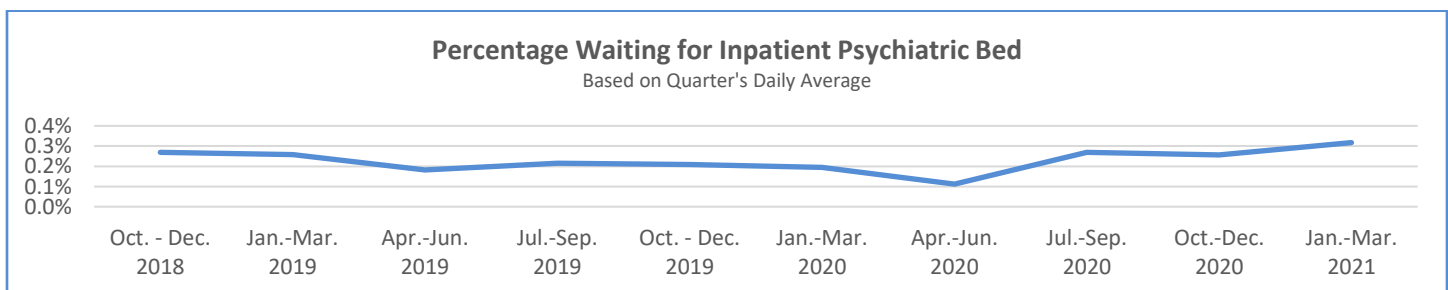
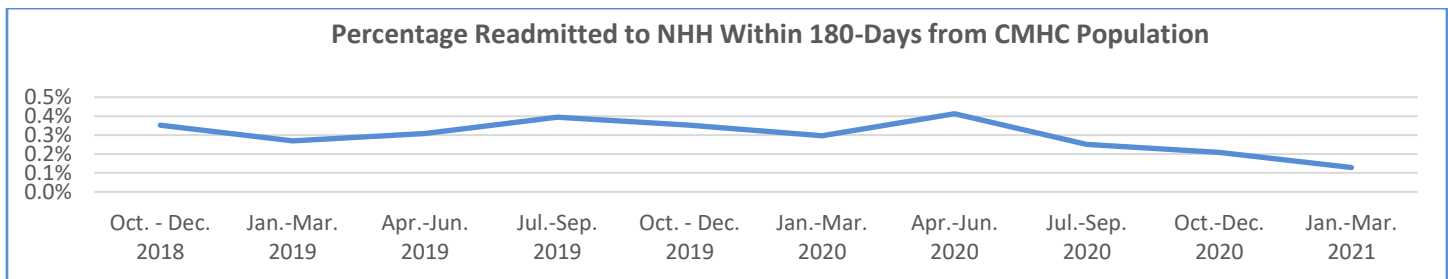
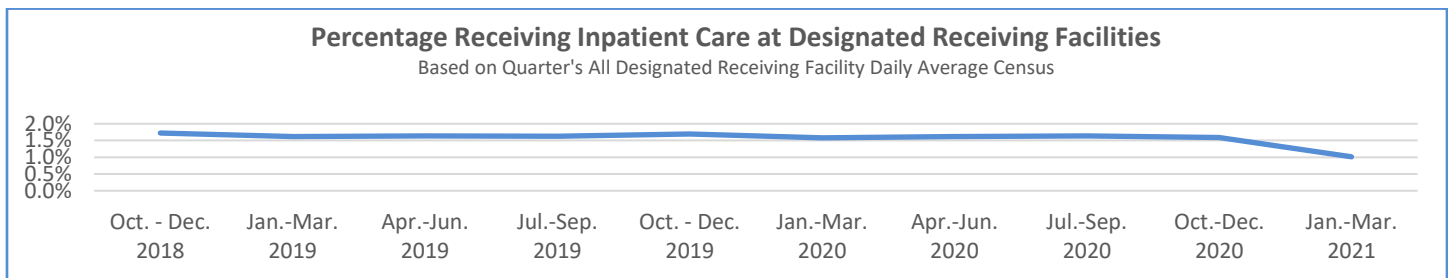
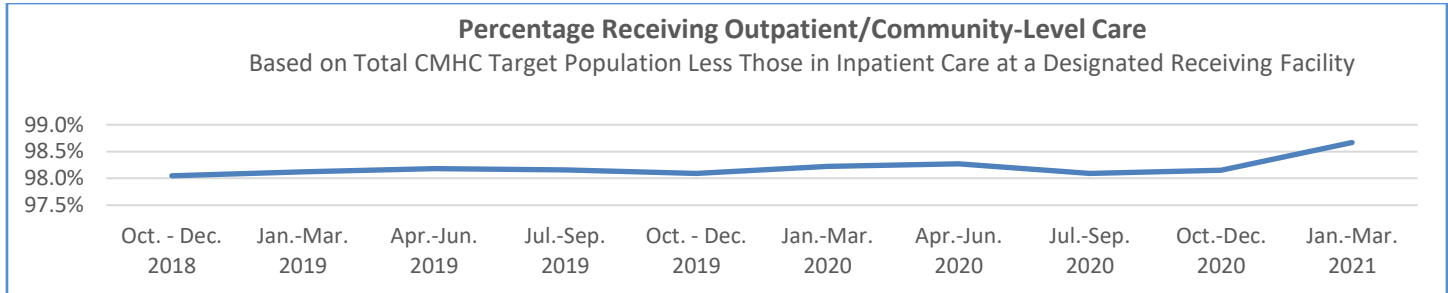
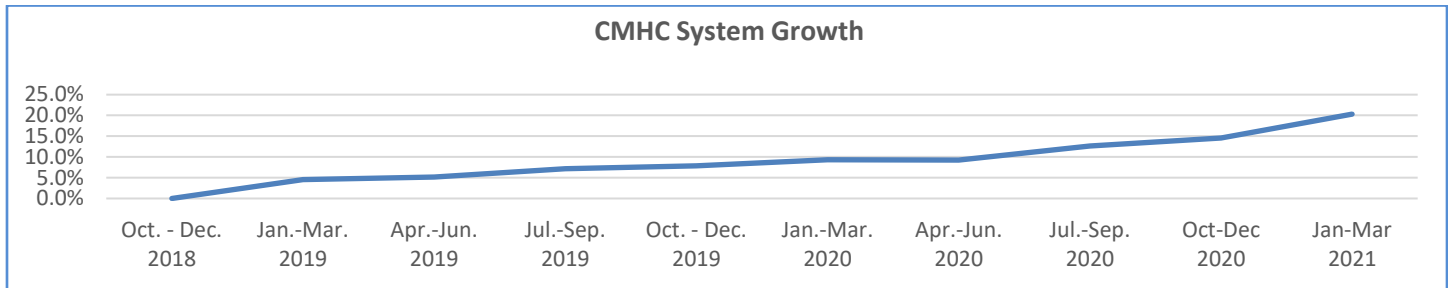
Notes for Quarter

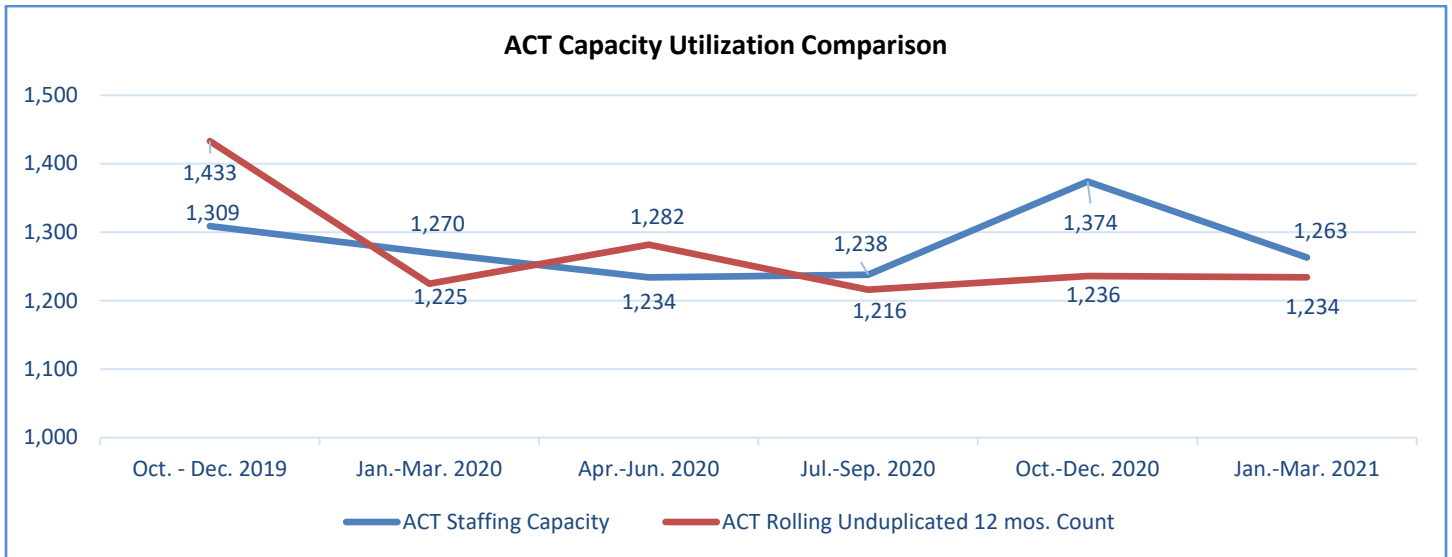
- Trends: A new section to the report is introduced. It provides data trends for key CMHA topics, such as the degree to which the target population is able to access services in the least restrictive setting possible (e.g., community-based vs. hospital based).
- On March 13, 2020, Governor Christopher T. Sununu issued Executive Order 2020-04, declaring a State of Emergency due to the Novel Coronavirus (COVID-19). The 2020-04 Order was continually extended and remained in effect throughout the covered reporting period. Service provision during the reporting period continued to be impacted by the emergency.
- Table 5 series, Designated Receiving Facilities. Parkland has begun submitting data regarding voluntary admissions this quarter. In the past, they were only submitting involuntary admissions. All tables in this series are impacted by the change.
- Table 7. NH Mental Health Client Peer Support Agencies: Census Summary – Peer Support Agencies were open with limited on-site capacity due to COVID-19. The Average Daily Visits reported includes the number of individuals participating in groups online and on-site.
- Tables 11a-c. Mobile Crisis Services and Supports for Adults – Several data elements reported as zero (0), or otherwise lower than normal volume, reflect the direct or indirect impact of the COVID-19 pandemic, such as lack of crisis apartment use due to distancing and quarantine protocols.
- Table 11c. Mobile Crisis Services and Supports for Adults – Greater Nashua Mental Health / Harbor Care. The provision of mobile crisis services in Region VI transitioned to Greater Nashua Mental Health (GNMH) on November 1, 2021, however, data reporting is not yet available. The transition of the program includes a phased implementation approach. Mobile Crisis Team services are being provided. Region VI data, for inclusion in the CMHA Quarterly Data Report, is expected to begin for the reporting period of July – September 2021. The crisis apartment services are on a revised schedule to begin in July 2021, due to complications with construction and local approval processes.

Acronyms Used in this Report

ACT:	Assertive Community Treatment	HUD:	US Dept. of Housing and Urban Development
BMHS:	Bureau of Mental Health Services	MCT:	Mobile Crisis Team
BQAI:	Bureau of Quality Assurance and Improvement	NHH:	New Hampshire Hospital
CMHA:	Community Mental Health Agreement	NHHFA:	New Hampshire Housing Finance Authority
CMHC:	Community Mental Health Center	PRA:	Project Rental Assistance
DHHS:	Department of Health and Human Services	SE:	Supported Employment
DRF:	Designated Receiving Facility	VA:	Veterans Benefits Administration
ED:	Emergency Department		
FTE:	Full Time Equivalent		
HBSP:	Housing Bridge Subsidy Program		

TRENDS: CMHA Target Population System Wide Key Trends





1a. Community Mental Health Center Services: Unique Count of Adult Assertive Community Treatment Clients

Community Mental Health Center	January 2021	February 2021	March 2021	Unique Clients in Quarter	Unique Clients in Prior Quarter
01 Northern Human Services	120	121	124	133	133
02 West Central Behavioral Health	43	44	60	66	54
03 Lakes Region Mental Health Center	56	56	59	60	58
04 Riverbend Community Mental Health Center	92	99	94	109	109
05 Monadnock Family Services	46	46	45	47	45
06 Greater Nashua Mental Health	121	126	130	152	133
07 Mental Health Center of Greater Manchester	262	256	254	274	276
08 Seacoast Mental Health Center	80	81	80	86	81
09 Community Partners	65	70	73	79	73
10 Center for Life Management	45	45	45	47	47
Total Unique Clients	929	943	963	1,051	1,007
Unique Clients Receiving ACT Services 4/1/2020 to 3/31/2021: 1,234					

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 04/26/2021; clients are counted only one time regardless of how many services they receive.

1b. Community Mental Health Center Services: Assertive Community Treatment Screening and Resultant New ACT Clients

Community Mental Health Center	October – December 2020 Retrospective Analysis			July – September 2020 Retrospective Analysis		
	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening	Unique Clients Screened: Individuals Not Already on ACT*	Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT	New Clients receiving ACT Services within 90 days of Screening
01 Northern Human Services	1,099	25	4	1,180	21	2
02 West Central Behavioral Health	113	0	0	170	2	0
03 Lakes Region Mental Health Center	194	2	0	170	4	0
04 Riverbend Community Mental Health Center	1,398	0	0	1,324	1	1
05 Monadnock Family Services	545	2	0	577	4	0
06 Greater Nashua Mental Health	1,128	2	1	1,020	5	1
07 Mental Health Center of Greater Manchester	1,702	9	3	1,712	9	3
08 Seacoast Mental Health Center	1,381	23	0	1,481	32	1
09 Community Partners	253	2	0	322	2	1
10 Center for Life Management	1,122	8	0	943	4	0
Total ACT Screening	8,935	73	8	8,899	84	9

Data Source: NH Phoenix 2 and CMHC self-reported ACT screening records. ACT screenings submitted through Phoenix capture ACT screenings provided to clients found eligible for state mental health services. Phoenix does not capture data for non-eligible clients; three CMHCs submit this data through Phoenix. Seven CMHCs self-report. All such screenings, excluding individuals who are already on ACT, are contained in this table.

Notes: Data extracted 05/05/2021. "Unique Clients Screened: Individuals Not Already on ACT" is defined as individuals who were not already on ACT at the time of screening that had a documented ACT screening during the identified reporting period.

"Screening Deemed Appropriate for Further ACT Assessment: Individuals Not Already on ACT" is defined as screened individuals not already on ACT that resulted in referral for an ACT assessment. "New Clients Receiving ACT Services within 90 days of ACT Screening" are defined as individuals who were not already on ACT that received an ACT screening in the preceding quarter and then began receiving ACT services. "Unique Clients Screened: Individuals Not Already on ACT": In prior quarter, this field was incorrectly calculated and has been updated to accurately reflect quarter counts. All other category counts were accurate.*

1c. Community Mental Health Center Services: New Assertive Community Treatment Clients

	January – March 2021				October – December 2020			
	January 2021 New ACT Clients	February 2021 New ACT Clients	March 2021 New ACT Clients	Total New ACT Clients	October 2020 New ACT Clients	November 2020 New ACT Clients	December 2020 New ACT Clients	Total New ACT Clients
Community Mental Health Center								
01 Northern Human Services	1	4	7	12	2	4	4	10
02 West Central Behavioral Health	3	3	16	22	4	4	2	10
03 Lakes Region Mental Health Center	3	0	3	6	1	3	0	4
04 Riverbend Community Mental Health Center	0	9	4	13	11	3	1	15
05 Monadnock Family Services	1	1	0	2	0	0	0	0
06 Greater Nashua Mental Health	8	12	18	38	2	5	19	26
07 Mental Health Center of Greater Manchester	6	5	6	17	6	4	8	18
08 Seacoast Mental Health Center	3	2	3	8	1	1	4	6
09 Community Partners	0	5	7	12	3	1	0	4
10 Center for Life Management	0	1	1	2	0	0	2	2
Total New ACT Clients	25	42	65	132	30	25	40	95

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 04/26/2021; New ACT Clients are defined as individuals who were not already on ACT within 90 days prior who then began receiving ACT services. This information is not limited to the individuals that received an ACT screening within the previous 90-day period, and may include individuals transitioning from a higher or lower level of care into ACT.

1d. Community Mental Health Center Services: Assertive Community Treatment Waiting List

As of 03/31/2021						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
4	3	1	0	0	0	0
As of 12/31/2020						
Time on List						
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
2	0	1	0	0	1	0

Revisions to Prior Period: None.

Data Source: BMHS Report.

Notes: Data compiled 05/06/2021. All individuals waiting are at MHCGM; increased services for waiting individuals are being provided by the existing treatment team until assigned to an ACT team.

1e. Community Mental Health Center Services: Assertive Community Treatment – New Hampshire Hospital Admission and Discharge Data Relative to ACT

	January – March 2021						October – December 2020					
	On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge		On ACT at Admission		Referred for ACT on Discharge		Accepted to ACT at Discharge	
	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No	Yes	No
Community Mental Health Center												
01 Northern Human Services	4	7	2	5	2	0	4	12	2	10	2	0
02 West Central Behavioral Health	3	4	1	3	1	0	2	3	1	2	1	0
03 Lakes Region Mental Health Center	2	3	0	3	0	0	2	8	4	4	2	2
04 Riverbend Community Mental Health Center	4	10	3	7	2	1	10	12	4	8	4	0
05 Monadnock Family Services	2	8	1	7	0	1	3	5	0	5	0	0
06 Greater Nashua Mental Health	3	7	5	2	1	4	6	9	6	3	3	3
07 Mental Health Center of Greater Manchester	7	10	6	4	3	3	8	7	1	6	0	1
08 Seacoast Mental Health Center	7	6	1	5	1	0	1	3	0	3	0	0
09 Community Partners	5	10	2	8	1	1	4	8	2	6	2	0
10 Center for Life Management	0	6	0	6	0	0	0	4	0	4	0	0
Total	37	71	21	50	11	10	40	71	20	51	14	6

Revisions to Prior Period: None

Data Source: New Hampshire Hospital.

Notes: Data compiled 06/28/2021.

1f. Community Mental Health Center Services: Assertive Community Treatment – Reasons Not Accepted to ACT at New Hampshire Hospital Discharge Referral

Reason Not Accepted at Discharge	January - March 2021	October - December 2020
Not Available in Individual's Town of Residence	1	0
Individual Declined	0	0
Individual's Insurance Does Not Cover ACT Services	0	0
Individual's Clinical Need Does Not Meet ACT Criteria	5	0
Individual Placed on ACT Waitlist	0	0
Individual Awaiting CMHC Determination for ACT	4	6
Total Unique Clients	10	6

Revisions to Prior Period: None.

Data Source: New Hampshire Hospital.

Notes: Data compiled 06/28/2021. None of the 4 individuals, who were awaiting CMHC determination at discharge from NHH, were still waiting for determination or were waiting on the ACT Waitlist by the last day of the month of their discharge – indicating the ACT determination and resolution had occurred.

2a. Community Mental Health Center Services: Assertive Community Treatment Staffing Full Time Equivalents

	March 2021						December 2020	
	Nurse	Masters Level Clinician/or	Functional Support Worker	Peer Specialist	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner	Total (Excluding Psychiatry)	Psychiatrist/Nurse Practitioner
Community Mental Health Center								
01 Northern Human Services - Wolfeboro	1.00	0.00	0.00	0.57	6.81	0.27	8.27	0.25
01 Northern Human Services - Berlin	0.34	0.31	0.00	0.00	3.94	0.14	4.17	0.14
01 Northern Human Services - Littleton	0.00	0.14	0.00	0.00	3.28	0.29	3.31	0.29
02 West Central Behavioral Health	0.60	1.00	0.00	0.00	5.40	0.30	5.90	0.30
03 Lakes Region Mental Health Center	1.00	1.00	0.00	1.00	5.00	0.40	7.00	0.38
04 Riverbend Community Mental Health Center	0.50	1.00	6.90	1.00	10.40	0.50	10.50	0.50
05 Monadnock Family Services	1.91	2.53	0.00	1.12	11.17	0.66	10.32	0.62
06 Greater Nashua Mental Health 1	1.00	1.00	3.00	1.00	7.65	0.15	8.50	0.15
06 Greater Nashua Mental Health 2	1.00	1.00	4.00	1.00	8.65	0.15	8.50	0.15
07 Mental Health Center of Greater Manchester-CTT	1.33	10.64	2.00	0.00	19.95	1.17	21.61	1.21
07 Mental Health Center of Greater Manchester-MCST	1.33	9.31	3.33	1.33	19.95	1.17	25.27	1.21
08 Seacoast Mental Health Center	1.00	1.10	5.00	1.00	10.10	0.60	10.10	0.60
09 Community Partners	0.50	0.00	3.40	0.88	7.28	0.70	7.41	0.70
10 Center for Life Management	1.00	0.00	2.28	1.00	6.71	0.46	6.57	0.46
Total	12.51	29.03	29.91	9.33	126.29	6.96	137.43	6.96

2b. Community Mental Health Center Services: Assertive Community Treatment Staffing Competencies

Community Mental Health Center	Substance Use Disorder Treatment		Housing Assistance		Supported Employment	
	March 2021	December 2020	March 2021	December 2020	March 2021	December 2020
01 Northern Human Services - Wolfeboro	1.27	1.27	5.81	6.30	0.00	0.40
01 Northern Human Services - Berlin	0.74	0.74	3.29	3.29	0.00	0.23
01 Northern Human Services - Littleton	1.43	1.29	2.14	2.14	1.00	1.00
02 West Central Behavioral Health	0.20	0.20	4.00	0.40	0.60	0.60
03 Lakes Region Mental Health Center	1.00	3.00	5.00	7.00	2.00	2.00
04 Riverbend Community Mental Health Center	0.50	0.50	9.40	9.50	0.50	0.50
05 Monadnock Family Services	1.69	1.62	4.56	4.48	0.95	1.18
06 Greater Nashua Mental Health 1	6.15	7.15	5.50	6.50	1.50	1.50
06 Greater Nashua Mental Health 2	5.15	5.15	6.50	6.50	0.50	0.50
07 Mental Health Center of Greater Manchester-CCT	14.47	15.84	13.96	15.62	2.66	2.66
07 Mental Health Center of Greater Manchester-MCST	6.49	7.86	15.29	19.28	1.33	2.66
08 Seacoast Mental Health Center	2.00	2.00	5.00	5.00	1.00	1.00
09 Community Partners	1.20	1.20	4.50	4.50	1.00	1.00
10 Center for Life Management	2.14	2.14	5.42	5.28	0.29	0.29
Total	44.43	49.96	90.37	99.39	13.33	15.52

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health CMHC ACT Staffing Census Based on CMHC self-report.

Notes: Data compiled 04/26/2021. For 2b: the Staff Competency values reflect the sum of FTEs trained to provide each service type. These numbers are not a reflection of the services delivered, but rather the quantity of staff available to provide each service. If staff are trained to provide multiple service types, their entire FTE value is credited to each service type.

3a. Community Mental Health Center Services: Annual Adult Supported Employment Penetration Rates for Prior 12-Month Period

Community Mental Health Center	12 Month Period Ending March 2021			Penetration Rate for Period Ending December 2020
	Supported Employment Clients	Total Eligible Clients	Penetration Rate	
01 Northern Human Services	159	1,326	12.0%	12.0%
02 West Central Behavioral Health	100	539	18.6%	22.5%
03 Lakes Region Mental Health Center	624	1,599	39.0%	32.7%
04 Riverbend Community Mental Health Center	259	1,903	13.6%	14.1%
05 Monadnock Family Services	47	1,109	4.2%	3.7%
06 Greater Nashua Mental Health	313	2,777	11.3%	12.3%
07 Mental Health Center of Greater Manchester	1,462	3,605	40.6%	40.1%
08 Seacoast Mental Health Center	844	2,137	39.5%	37.0%
09 Community Partners	109	838	13.0%	13.2%
10 Center for Life Management	232	1,474	15.7%	14.3%
Total Unique Clients	4,137	17,062	24.2%	23.7%

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 04/26/2021

3b. Community Mental Health Center Clients: Adult Employment Status – Total

Reported Employment Status Begin Date: 01/01/2021 End Date: 03/31/2021 Employment Status Update Overdue Threshold: 105 days	Northern Human Services	West Central Behavioral Health*	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage October - December 2020
Updated Employment Status:												
Full time employed now or in past 90 days	61	27	122	118	72	168	290	204	49	136	1,247	1,120
Part time employed now or in past 90 days	120	39	396	285	141	283	343	236	77	214	2,134	2,013
Unemployed	191	107	50	77	170	887	970	126	237	632	3,447	3,381
Not in the Workforce	579	151	492	1060	503	353	633	938	146	166	5,021	4,863
Status is not known	4	65	99	31	4	90	23	3	11	49	379	530
Total of Eligible Adult CMHC Clients	955	389	1,159	1,571	890	1,781	2,259	1,507	520	1,197	12,228	11,907
Previous Quarter: Total of Eligible Adult CMHC Clients	933	385	1,097	1,552	880	1,653	2,266	1,494	540	1,107		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	6.4%	6.9%	10.5%	7.5%	8.1%	9.4%	12.8%	13.5%	9.4%	11.4%	10.2%	9.4%
Part time employed now or in past 90 days	12.6%	10.0%	34.2%	18.1%	15.8%	15.9%	15.2%	15.7%	14.8%	17.9%	17.5%	16.9%
Unemployed	20.0%	27.5%	4.3%	4.9%	19.1%	49.8%	42.9%	8.4%	45.6%	52.8%	28.2%	28.4%
Not in the Workforce	60.6%	38.8%	42.5%	67.5%	56.5%	19.8%	28.0%	62.2%	28.1%	13.9%	41.1%	40.8%
Status is not known	0.4%	16.7%	8.5%	2.0%	0.4%	5.1%	1.0%	0.2%	2.1%	4.1%	3.1%	4.5%
Percentage by Timeliness of Employment Status Screening:												
Update is Current	67.3%	0.0%	88.2%	88.4%	71.8%	76.1%	89.5%	92.7%	74.4%	100.0%	82.2%	83.9%
Update is Overdue	32.7%	100.0%	11.8%	11.6%	28.2%	23.9%	10.5%	7.3%	25.6%	0.0%	17.8%	16.1%
Previous Quarter: Percentage by Timeliness of Employment Status Screening:												
Update is Current	67.8%	22.9%	80.3%	87.4%	63.5%	95.8%	88.8%	91.2%	75.6%	100.0%		
Update is Overdue	32.2%	77.1%	19.7%	12.6%	36.5%	4.2%	11.2%	8.8%	24.4%	0.0%		

Revisions to Prior Period: None.

Data Source: NH Phoenix 2.

Notes: Data extracted 04/26/2021

*West Central Behavioral Health initiated Electronic Medical Record upgrades and are in the process of working with DHHS to implement a method for the collection of Employment Status data. This explains the high rate of overdue clients under "Timeliness of Employment Status Screening".

3c. Community Mental Health Center Clients: Adult Employment Status – Recent Users of Supportive Employment Services (At Least One Billable Service in Each of Month of the Quarter)

Supported Employment Cohort	Northern Human Services	West Central Behavioral Health	Lakes Region Mental Health Center	Riverbend Community Mental Health	Monadnock Family Services	Greater Nashua Mental Health*	Mental Health Center of Greater Manchester	Seacoast Mental Health Center	Community Partners	Center for Life Management	Statewide Total or Mean Percentage	Previous Quarter Statewide Total or Mean Percentage October - December 2020
Reported Employment Status												
Begin Date: 01/01/2021 End Date: 03/31/2021												
Updated Employment Status:												
Full time employed now or in past 90 days	1	2	1	0	0	11	8	0	2	5	30	28
Part time employed now or in past 90 days	4	2	14	33	7	22	41	11	8	20	162	151
Unemployed	8	7	1	13	1	33	36	8	5	31	143	112
Not in the Workforce	11	2	3	8	2	12	8	27	2	3	78	73
Status is not known	0	1	0	0	0	5	0	0	0	0	6	8
Total of Supported Employment Cohort	24	14	19	54	10	83	93	46	17	59	419	372
Previous Quarter: Total of Supported Employment Cohort	24	15	28	60	12	-	96	61	27	49		
Percentage by Updated Employment Status:												
Full time employed now or in past 90 days	4.2%	14.3%	5.3%	0.0%	0.0%	13.3%	8.6%	0.0%	11.8%	8.5%	7.2%	7.5%
Part time employed now or in past 90 days	16.7%	14.3%	73.7%	61.1%	70.0%	26.5%	44.1%	23.9%	47.1%	33.9%	38.7%	40.6%
Unemployed	33.3%	50.0%	5.3%	24.1%	10.0%	39.8%	38.7%	17.4%	29.4%	52.5%	34.1%	30.1%
Not in the Workforce	45.8%	14.3%	15.8%	14.8%	20.0%	14.5%	8.6%	58.7%	11.8%	5.1%	18.6%	19.6%
Status is not known	0.0%	7.1%	0.0%	0.0%	0.0%	6.0%	0.0%	0.0%	0.0%	0.0%	1.4%	2.2%

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Note 3b-c: Data extracted 04/26/2021. Updated Employment Status refers to CMHC-reported status and reflects the most recent update. Update is Current refers to employment status most recently updated within the past 105 days. Update is Overdue refers to employment status most recently updated in excess of 105 days. Actual client employment status may have changed since last updated by CMHC in Phoenix. Employed refers to clients employed in a competitive job that has these characteristics: exists in the open labor market, pays at least a minimum wage, anyone could have this job regardless of disability status, job is not set aside for people with disabilities, and wages (including benefits) are not less than for the same work performed by people who do not have a mental illness. Full time employment is 20 hours and above; part time is anything 19 hours and below. Unemployed refers to clients not employed but are seeking or interested in employment. Not in the Workforce are clients who are homemakers, students, retired, disabled, hospital patients or residents of other institutions, and includes clients who are in a sheltered/non-competitive employment workshop, are otherwise not in the labor force, and those not employed and not seeking or interested in employment. Unknown refers to clients with an employment status of "unknown," without a status reported, or with an erroneous status code in Phoenix.

*Greater Nashua Mental Health implemented Electronic Medical Record enhancements that affected the collection of Supported Employment data in the prior quarter; this has since been corrected by their EMR vendor.

3d. Community Mental Health Center Services: Supported Employment Waiting List

As of 03/31/2021						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180+ days
49	29	6	9	1	2	2
As of 12/21/2021						
	Time on List					
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days
26	20	4	2	0	0	0

Data Source: BMHS Report.

Notes: Data compiled 05/06/2021. Individuals waiting are at: LRMHC (46), MFS (1), and CP (2). LRMHC reported losing multiple SE staff over the last quarter; many clients were receiving SE and had to be added back to the waitlist due to losing staff. BMHS is working with LRMHC on their staffing challenges.

4a. New Hampshire Hospital: Adult Census Summary

Measure	January – March 2021	October – December 2020
Admissions	165	187
Mean Daily Census	173	173
Discharges	173	191
Median Length of Stay in Days for Discharges	35	32
Deaths	2	0

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4a: 05/05/2021; Mean Daily Census includes patients on leave and is rounded to nearest whole number.

4b. New Hampshire Hospital: Summary Discharge Location for Adults

Discharge Location	January - March 2021	October - December 2020
CMHC Group Home	5	2
Discharge/Transfer to IP Rehab Facility	15	19
Glenclyff Home for the Elderly	2	1
Home - Lives Alone	43	54
Home - Lives with Others	64	78
Homeless Shelter/ No Permanent Home	4	8
Hotel-Motel	5	4
Jail or Correctional Facility	4	4
Nursing Home	3	2
Other	11	6
Peer Support Housing	0	0
Private Group Home	4	1
Secure Psychiatric Unit - SPU	0	0
Unknown	13	12

4c. New Hampshire Hospital: Summary Readmission Rates for Adults

Measure	January – March 2021	October – December 2020
30 Days	3.0% (5)	4.8% (9)
90 Days	8.5% (14)	12.3% (23)
180 Days	13.3% (22)	18.2% (34)

Revisions to Prior Period: None.

Data Source: Avatar.

Notes 4b-c: Data compiled 05/05/2021; readmission rates calculated by looking back in time from admissions in study quarter. 90 and 180 day readmissions lookback period includes readmissions from the shorter period (e.g., 180 day includes the 90 and 30 day readmissions); patients are counted multiple times – once for each readmission; the number in parentheses is the number of readmissions.

5a. Designated Receiving Facilities: Admissions for Adults

Designated Receiving Facility	January – March 2021		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	44	32	76
Cypress Center	37	119	156
Portsmouth	93	231	324
Elliot Geriatric Psychiatric Unit	5	29	34
Elliot Pathways	86	70	156
Parkland Regional Hospital	55	147	202
Total	320	628	948
Designated Receiving Facility	October – December 2020		
	Involuntary Admissions	Voluntary Admissions	Total Admissions
Franklin	57	29	86
Cypress Center	39	100	139
Portsmouth	77	255	332
Elliot Geriatric Psychiatric Unit	12	32	44
Elliot Pathways	60	68	128
Parkland Regional Hospital	51	0	51
Total	296	484	780

5b. Designated Receiving Facilities: Mean Daily Census for Adults

Designated Receiving Facility	January – March 2021	October – December 2020
Franklin	7.7	9.0
Cypress Center	13.7	13.5
Portsmouth	30.3	28.7
Elliot Geriatric Psychiatric Unit	18.6	17.4
Elliot Pathways	14.1	12.7
Parkland Regional Hospital	15.5	4.2
Total	99.9	85.5

Revisions to Prior Period: None.

5c. Designated Receiving Facilities: Discharges for Adults

Designated Receiving Facility	January – March 2021	October – December 2020
Franklin	76	92
Manchester (Cypress Center)	152	141
Portsmouth	323	335
Elliot Geriatric Psychiatric Unit	28	48
Elliot Pathways	155	130
Parkland Regional Hospital	192	50
Total	926	796

5d. Designated Receiving Facilities: Median Length of Stay in Days for Discharges for Adults

Designated Receiving Facility	January – March 2021	October – December 2020
Franklin	8	7
Manchester (Cypress Center)	6	7
Portsmouth	6	6
Elliot Geriatric Psychiatric Unit	27	23
Elliot Pathways	7	7
Parkland Regional Hospital	5	6
Total	6	7

5e. Designated Receiving Facilities: Discharge Location for Adults

Designated Receiving Facility	January – March 2021						
	Assisted Living / Group Home	Deceased	DRF*	Home **	Other Hospital	NH Hospital	Other
Franklin	0	0	0	70	0	1	5
Manchester (Cypress Center)	0	0	6	140	0	0	6
Portsmouth Regional Hospital	2	0	0	274	0	6	41
Elliot Geriatric Psychiatric Unit	9	4	3	5	0	0	7
Elliot Pathways	3	0	0	131	0	0	21
Parkland Regional Hospital	0	0	1	176	0	1	14
Total	14	4	10	796	0	8	94
Designated Receiving Facility	October – December 2020						
	Assisted Living / Group Home	Deceased	DRF*	Home **	Other Hospital	NH Hospital	Other
Franklin	1	0	0	71	0	3	17
Manchester (Cypress Center)	0	0	8	125	0	0	8
Portsmouth Regional Hospital	0	0	0	280	0	0	55
Elliot Geriatric Psychiatric Unit	8	0	0	7	0	0	33
Elliot Pathways	6	0	3	111	0	0	10
Parkland Regional Hospital	0	0	0	47	0	3	0
Total	15	0	11	641	0	6	123

*Dispositions to 'DRF' represent a change in legal status from Voluntary to Involuntary within the DRF. **Home includes individuals living with family, living alone, and living with others (non-family).

5f. Designated Receiving Facilities: Readmission Rates for Adults

Designated Receiving Facility	January – March 2021		
	30 Days	90 Days	180 Days
Franklin	6.6% (5)	6.6% (5)	7.9% (6)
Manchester (Cypress Center)	5.8% (9)	7.7% (12)	10.9% (17)
Portsmouth	8% (26)	13.2% (43)	18.5% (60)
Elliot Geriatric Psychiatric Unit	2.9% (1)	5.9% (2)	5.9% (2)
Elliot Pathways	5.1% (8)	10.9% (17)	13.5% (21)
Parkland Regional Hospital	5.9% (12)	7.4% (15)	8.4% (17)
Total	6.4% (61)	9.9% (94)	13.0% (123)
Designated Receiving Facility	October – December 2020		
	30 Days	90 Days	180 Days
Franklin	6.7% (6)	11.2% (10)	14.6% (13)
Manchester (Cypress Center)	4.3% (6)	7.9% (11)	12.9% (18)
Portsmouth	9.3% (31)	15.6% (52)	20.7% (69)
Elliot Geriatric Psychiatric Unit	9.1% (4)	13.6% (6)	15.9% (7)
Elliot Pathways	6.3% (8)	12.5% (16)	14.1% (18)
Parkland Regional Hospital	7.8% (4)	9.8% (5)	9.8% (5)
Total	7.5% (59)	12.8% (100)	16.6% (130)

Revisions to Prior Period: None.

Data Source: NH DRF Database.

Notes: Data compiled 05/10/2021.

6. Glencliff Home: Census Summary

Measure	January – March 2021	October – December 2020
Admissions	3 (including 1 readmission)	2
Average Daily Census	111	115
Discharges	1	0
Individual Lengths of Stay in Days for Discharges	802	NA
Deaths	4	4
Readmissions	1	0
Mean Overall Admission Waitlist	41	34

Revisions to Prior Period: None.

Data Source: Glencliff Home.

Notes: Data Compiled 05/06/2021; Mean rounded to nearest whole number; Active waitlist patients have been reviewed for admission and are awaiting admission pending finalization of paperwork and other steps immediate to admission.

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6b. Glencliff Home: In-reach Services Performance Outcomes and Measures

Outcomes and Measures:	January – March 2021		October – December 2020	
	Residents	Activities	Residents	Activities
<i>Residents have better awareness of community-based living benefits as evidenced by:</i>				
Residents that attended service array and supports group presentations	0*	0*	0*	0*
Residents that met with In-Reach Liaison regarding resident-specific needs, service array and supports	15	29	22	27
<i>Residents are better prepared to return to community-based living as evidenced by:</i>				
Residents that participated in shared-learning regarding integrated community-based living values	0*	0*	0*	0*
Residents that met with In-Reach Liaison and others regarding community-based living and strategies	12	16	7	10
<i>Community stakeholders and providers are better prepared to participate and collaborate in transition planning activities and to provide needed community-based services to residents seeking to return to community-based living as evidenced by:</i>				
Participated in resident-specific transition discussions with In-Reach Liaison**	11	21	10	12
Participated in meetings with resident, In-Reach Liaison, and others regarding opportunities for community-based living	9	28	13	18

Revisions to Prior Period: None.

Data Source: BMHS.

Notes: Data Compiled 06/28/2021. Counts of residents are unduplicated per each measure; a resident may be involved in more than one activity during the reporting period. Counts of activities are unduplicated. *Indicates measures that involve activities temporarily suspended due to COVID-19 protocols at Glencliff Home. **The In-Reach Liaison also meets monthly with all CMHCs regarding housing needs. In-Reach activities have involved working with 9 of the 10 CMHCs on resident-specific cases thus far.

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7. NH Mental Health Client Peer Support Agencies: Census Summary

Peer Support Agency	January – March 2021		October – December 2020	
	Total Members	Average Daily Visits	Total Members	Average Daily Visits
Alternative Life Center Total	622	25	614	28
Conway	271	5	271	6
Berlin	143	6	137	7
Littleton	90	6	89	6
Colebrook	118	8	117	9
Stepping Stone Total	368	6	366	7
Claremont	249	5	248	6
Lebanon	119	1	118	1
Cornerbridge Total	368	6	141	11
Laconia	249	5	53	5
Concord	119	1	73	3
Plymouth Outreach	15	0	15	3
MAPSA Keene Total	340	19	339	14
HEARTS Nashua Total	391	36	386	50
On the Road to Recovery Total	165	12	149	10
Manchester	93	5	83	4
Derry	72	7	66	6
Connections Portsmouth Total	108	7	101	5
TriCity Coop Rochester Total	282	7	277	8
Total	2,644	106	2,373	123

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Peer Support Agency Quarterly Statistical Reports.

Notes: Data Compiled 05/11/2021. Average Daily Visits are not applicable for Outreach Programs.

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8. Housing Bridge Subsidy Program: Summary of Individuals Served to Date

Subsidy	January – March 2021		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	1016	40	1056
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	212	21	233
Subsidy	October – December 2020		
	Total individuals served at start of quarter	New individuals added during quarter	Total individuals served through end of quarter
Housing Bridge Subsidy	979	37	1,016
Section 8 Voucher (NHHFA/BMHS) - Transitioned from Housing Bridge	198	14	212

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 4/19/21. Figures at start and end of each quarter are a cumulative total of individuals served since CMHA quarterly reporting began in 2015. Figures for new individuals reflect activity throughout the quarter; these are not a point-in-time count at the end of the reporting period. New individuals added includes individuals newly approved for HBSP funding that have or have not yet secured an HBSP unit, some of whom may have also exited the program in the quarter. These individuals have been on the HBSP waitlist prior to funding approved in the quarter or have newly applied for and been approved for funding in the same quarter.

8a. Housing Bridge Subsidy Program: Current Census of Units/Individuals with Active Funding Status

Measure	As of 03/31/2021	As of 12/31/2020
Rents Currently Being Paid	306	300
Individuals Enrolled and Seeking Unit for Bridge Lease	104	96
Total	410	396

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 4/19/21. All individuals currently on the HBSP are intended to transition from the program to other permanent housing. Individuals seeking a unit include people who have not secured their first unit under HBSP and people who secured a unit previously and are seeking a different unit.

8b. Housing Bridge Subsidy Program: Clients Linked to Mental Health Care Provider Services

Measure	As of 03/31/2021	As of 12/31/2020
Housing Bridge Clients Linked	375/410 (91.5%)	356/396 (90%)

Revisions to Prior Period: None.

Data source: Bureau of Mental Health Services data, Phoenix 2, and Medicaid claims.

Notes: Data compiled 4/19/21; "Housing Bridge Clients Linked" refers to Housing Bridge clients who received one or more mental health services within the previous 3 months, documented as a service or claim data found in Phoenix or the Medicaid Management Information System.

8c. Housing Bridge Subsidy Program: Density of HBSP Funded Units at Same Property Address*

Number of HBSP Funded Unit(s)* at Same Address	Frequency as of 03/31/2021	Frequency as of 12/31/2020
1	234	242
2	22	18
3	4	3
4	1	0
5	1	0
6	0	1
7	1	1
8 or more	0	0

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Provider Data.

Notes: Data Compiled 4/19/21. *All units are individual units; property address may include multiple buildings, such as apartment complexes.

8d. Housing Bridge Subsidy Program: Applications

Measure	January – March 2021	October – December 2020*
Applications Received During Period	41	25
Point of Contact for Applications Received	38 CMHCs; 2 NHH; 1 NFI	22 CMHCs; 3 NHH
Applications Approved	41	25
Applications Denied	0	0
Denial Reasons	n/a	NA
Applications in Process at End of Period	0	0

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 4/19/21. *Data reflects only those applications that were received during the quarter and no longer reflect carryover data from applications received in prior quarters.

8e. Housing Bridge Subsidy Program: Terminations

Type and Reason	January – March 2021	October – December 2020
Terminations – DHHS Initiated	0	0
Exited Program – Client Related Activity	33	46
Voucher Received	24	26
Deceased	1	5
Over Income	0	0
Moved Out of State	0	1
Declined Subsidy at Recertification*	5	7
Higher Level of Care Accessed	0	3
Other Subsidy Provided	0	0
Moved in with family	3	2
Declined to receive subsidy	0	2
Total	33	46

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 4/19/21. This table only includes individuals who were receiving an HBSP subsidy or who had HBSP funding approved and were seeking a unit prior to exiting the program. *Includes all refusals, including refusal to initiate voucher and unable to contact.

8f. Housing Bridge Subsidy Program: Application Processing Times

Average Elapsed Time of Application Processing (calendar days)	January – March 2021	October – December 2020
Completed Application to Determination	1	1
Approved Determination to Funding Availability*	61	95
Referred to Vendor with Funded HB Slot	1	1
Leased Unit Secured	1	77

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services.

Notes: Data Compiled 4/19/21. *Based on the 40 individuals who entered the program.

9. Housing Bridge Subsidy Program Waitlist: Approved Applications

As of 03/31/2021							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
41	24	2	2	1	0	0	12
As of 12/31/2020							
Time on List							
Total	0-30 days	31-60 days	61-90 days	91-120 days	121-150 days	151-180 days	181+ days
28	1	0	4	3	4	4	12

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 4/19/21.

9a. Housing Bridge Subsidy Program Waitlist: Reason Administratively Removed from Waitlist

Type and Reason	January – March 2021	October – December 2020
Moved to different state	0	3
Moved in with family	0	2
Received PRA811 voucher	0	3
Received Mainstream 811 voucher	0	2
Received other permanent housing voucher	0	1
Required higher level of care	3	5
Required DOC interventions, not ready for HBSP	3	3
Moved into a sober living facility	2	
Owens own home, not eligible at time of pull	1	
Unable to locate or contact	3	
Total	12	22

Revisions to Prior Period: None.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 4/19/21.

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10. Supported Housing Subsidy Summary

Subsidy		January – March 2021	October – December 2020
		Total subsidies by end of quarter	Total subsidies by end of quarter
Housing Bridge Subsidy:	Units Currently Active	306	300
	Individuals Enrolled and Seeking Unit for Bridge Lease	104	96
Section 8 Voucher (NHHFA):	Transitioned from Housing Bridge*	233	212
	Not Previously Receiving Housing Bridge	0	0
811 Units:	PRA*	121	114
	Mainstream*	74	74
Other Permanent Housing Vouchers (HUD, Public Housing, VA)*		8	2
Total Supported Housing Subsidies		846	798

Revisions to Prior Period: Total from previous quarter was calculated wrong. Number should be 802 not 733 listed in report.

Data Source: Bureau of Mental Health Services and Housing Bridge Provider.

Notes: Data Compiled 4/19/21. Section 8 Voucher Not Previously Receiving Housing Bridge are CMHC clients that received a Section 8 Voucher without previously receiving a Housing Bridge subsidy. 811 Units (PRA and Mainstream) are CMHC clients or CMHA target population members that received a PRA or Mainstream 811 funded unit with or without previously receiving a Housing Bridge subsidy. Other Permanent Housing Vouchers (HUD, Public Housing, VA) are CMHC clients that received a unit funded through other HUD or Public Housing sources with or without previously receiving a Housing Bridge subsidy.

**These counts are cumulative; increasing over time since originally reporting this data within the CMHA Quarterly Data Report.*

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11a. Mobile Crisis Services and Supports for Adults: Riverbend Community Mental Health Center

Measure	January 2021	February 2021	March 2021	Jan. – Mar. 2021	Oct. – Dec. 2020
Unique People Served in Month	183	164	192	429	462
Services Provided by Type					
Case Management	0	0	0	0	0
Crisis Apartment Service	54	34	44	132	97
Crisis Intervention Services	0	0	0	0	24
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	0	0	0	0	0
Mobile Community Assessments*	5	1	4	10	110
Office-Based Urgent Assessments*	55	52	60	167	54
Other	0	0	0	0	0
Peer Support	97	68	103	268	328
Phone Support/Triage	376	306	281	963	980
Psychotherapy	0	0	0	0	0
Referral Source					
CMHC Internal	3	3	1	7	33
Emergency Department	9	2	8	19	40
Family*	12	6	11	29	72
Friend	0	3	1	4	10
Guardian*	0	0	0	0	101
MCT Hospitalization	0	0	0	0	0
Mental Health Provider	16	19	24	59	26
Other	6	4	4	14	29
Police	1	0	1	2	16
Primary Care Provider	3	4	2	9	29
Self	158	112	153	423	394
School	3	1	5	9	21
Crisis Apartment*					
Apartment Admissions	2	7	9	18	26
Apartment Bed Days	6	28	44	78	81
Apartment Average Length of Stay	3.0	4.0	4.0	4.3	3.1
Law Enforcement Involvement	1	0	1	2	16
Hospital Diversions Total*	80	73	95	248	525

Revisions to Prior Period: None.

Notes: Data Compiled 04/26/2021. Reported values, other than Unique People Served in Month, are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc.

In January 2021, the provider began transitioning its mobile crisis data reporting from manual to Phoenix. An “” indicates areas of active data quality improvement being monitored by DHHS. Counts are anticipated to normalize over the next few quarters.

11b. Mobile Crisis Services and Supports for Adults: Mental Health Center of Greater Manchester

Measure	January 2021	February 2021	March 2021	Jan. – Mar. 2021	Oct. – Dec. 2020
Unique People Served in Month	284	301	358	712	658
Services Provided by Type					
Case Management	49	30	55	134	176
Crisis Apartment Service	0	0	0	0	0
Crisis Intervention Service	273	233	242	748	760
ED Based Assessment	0	0	0	0	0
Medication Appointments or Emergency Medication Appointments	8	6	5	19	28
Mobile Community Assessments	91	106	110	307	312
Office-Based Urgent Assessments	9	3	16	28	30
Other*	228	239	342	809	643
Peer Support	19	12	9	40	36
Phone Support/Triage	591	670	780	2,041	1,703
Psychotherapy	1	2	3	6	11
Referral Source					
CMHC Internal	2	3	4	9	13
Emergency Department	0	0	0	0	1
Family	60	58	50	168	149
Friend	11	11	2	24	12
Guardian	19	12	22	53	41
MCT Hospitalization	8	10	14	32	12
Mental Health Provider	15	16	19	50	35
Other	30	17	27	74	71
Police	55	59	100	214	232
Primary Care Provider	12	11	18	41	39
Self	134	154	172	460	353
School	4	4	11	19	16
Crisis Apartment**					
Apartment Admissions	0	0	0	0	0
Apartment Bed Days	0	0	0	0	0
Apartment Average Length of Stay	0.0	0.0	0.0	0.0	0.0
Law Enforcement Involvement	55	59	100	214	232
Hospital Diversion Total	346	357	417	1,120	961

Revisions to Prior Period: None.

Data Source: Phoenix 2.

Notes: Data Compiled 05/05/2021. Reported values, other than Unduplicated People Served in Month, are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc.

*Other is an MHCGM closing code and indicates people coming out of the MCRT. **The crisis apartments re-opened April 19, 2021.

11c. Mobile Crisis Services and Supports for Adults: Greater Nashua Mental Health / Harbor Care

Measure	January 2021	February 2021	March 2021	Jan. – Mar. 2021	Oct. – Dec. 2020*
Unique People Served in Month	Not Available**				44
Services Provided by Type					
Case Management					2
Crisis Apartment Service					13
Crisis Intervention Services					0
ED Based Assessment					5
Medication Appointments or Emergency Medication Appointments					0
Mobile Community Assessments					12
Office-Based Urgent Assessments					3
Other					0
Peer Support					6
Phone Support/Triage					37
Psychotherapy					2
Referral Source					
CMHC Internal					1
Emergency Department					0
Family					9
Friend					1
Guardian					0
MCT Hospitalization					0
Mental Health Provider					0
Other					6
Police					0
Primary Care Provider					0
Self					26
Schools					4
Crisis Apartment					
Apartment Admissions					0
Apartment Bed Days					0
Apartment Average Length of Stay					0.0
Law Enforcement Involvement					0
Hospital Diversion Total					57

Revisions to Prior Period: None.

Data Source: Harbor Homes submitted data.

Notes: Data Compiled Not Applicable. Reported values other than the Unique People Served in Month value are not de-duplicated at the individual level; individuals can account for multiple instances of service use, hospital diversions, etc.

*Harbor Care Program ended October 31, 2020; therefore, there is no data available for the months of November 2020, December 2020. **Greater Nashua Mental Health became the provider November 1, 2020; data reporting for services has not yet been fully implemented, although services are being provided.